

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ROBERT MARION DRIVER	)	
	)	
COMPLAINANT	)	
	)	
v.	)	CASE NO. 93-455
	)	
ALLTEL KENTUCKY, INC. AND SOUTH	)	
CENTRAL BELL TELEPHONE COMPANY	)	
	)	
DEFENDANTS	)	

O R D E R

On December 9, 1993, Robert Marion Driver filed a complaint against Alltel Kentucky, Inc. ("Alltel") and South Central Bell Telephone Company ("South Central Bell"), alleging that he began experiencing problems with his business phone shortly after he obtained service in February 1991. Occasionally, he or his employees would not be able to hear the person on the other end of the phone. Apparently the other person was able to hear Mr. Driver and his employees.

By Order dated December 15, 1993, both Alltel and South Central Bell were ordered to satisfy or answer Mr. Driver's complaint by December 25, 1993. South Central Bell filed its answer on January 14, 1994, and Alltel filed its answer on January 11, 1994, after the Commission granted an extension of time. The responses indicated that both utilities had attempted to discover the cause of the service interruption and were willing to continue their efforts.

An informal conference was held among the parties and Commission Staff on May 12, 1994. At the informal conference, the participants discussed Mr. Driver's service problems and explored options to resolve the "voice fade out" he and his employees had been experiencing. Apparently, Mr. Driver began experiencing problems when he moved his business from Louisville to Shepherdsville and used a service called "remote call forwarding" to transfer calls from his old location to his new one. The parties agreed to monitor Mr. Driver's service for a period of two weeks and then decide whether alternative service could be provided or whether the problem could be eliminated.

The companies submitted a letter to the Commission on July 8, 1994, indicating that Alltel monitored the volume of calls Mr. Driver received from June 3 to June 9, 1994. He received approximately 40 calls per day to one of his numbers, 502-363-3667. Those calls are currently forwarded to 502-955-7725 or, if that number is busy, to 502-543-3667. The utilities agreed to stop the remote call forwarding service and offered to forward calls from 502-363-3667 directly to 502-543-3667. The direct forwarding service would be offered free of charge to Mr. Driver during the test period.

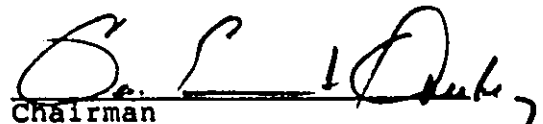
According to the letter submitted by South Central Bell and Alltel, Mr. Driver declined to take advantage of the test, stating that "he has not noticed the problem as often, and that his employees have gradually been changing out service stickers and other literature suggesting customers call 502-955-7725 directly."

It appears to the Commission that this matter has been resolved; if not, Mr. Driver should inform the Commission of his dissatisfaction.

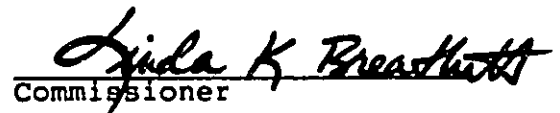
IT IS THEREFORE ORDERED that, unless Mr. Driver requests, in writing, further attempts to improve his service or a hearing within 15 days from the date of this Order, this case shall be and hereby is dismissed with prejudice.

Done at Frankfort, Kentucky, this 10th day of August, 1994.

PUBLIC SERVICE COMMISSION

  
Chairman

  
Vice Chairman

  
Commissioner

ATTEST:

  
Executive Director